

# Department of Veterans Affairs Strategic Plan Framework



**MISSION:** To fulfill President Lincoln’s promise

- “...To care for him who shall have borne the battle, and for his widow and his orphan”
- By serving and honoring the men and women who are **America’s Veterans**

## GUIDING PRINCIPLES

People  
Centric

Results  
Driven

Forward  
Looking

Demographic  
And Societal  
Change

Rapidly  
Evolving  
Technology

Shifting  
Roles Of  
Government

## TRENDS

## FY 2014-2015 AGENCY PRIORITY GOALS

ACCESS **A**

BACKLOG **B**

HOMELESSNESS **H**

## STRATEGIC GOALS

## STRATEGIC OBJECTIVES

**Empower Veterans  
to Improve Their  
Well-being**

- Improve Veteran wellness and economic security **H**
- Increase customer satisfaction through improvements in benefits and services delivery policies, procedures, and interfaces **A B**

**Enhance and  
Develop Trusted  
Partnerships**

- Enhance VA’s partnership with DoD
- Enhance VA’s partnerships with Federal, state, private sector, academic affiliates, Veteran Service Organizations, and non-profit organizations **H**
- Amplify awareness of services and benefits available to Veterans through improved communications and outreach

**Manage and Improve  
VA Operations to  
Deliver Seamless  
and Integrated  
Support**

- Make VA a place people want to serve
  - Evolve VA information technology capabilities to meet emerging customer service/empowerment expectations of both VA customers and employees
    - Build a flexible and scalable infrastructure through improved organizational design and enhanced capital planning
  - Enhance productivity and improve efficiency of the provision of Veteran benefits and services
- Ensure preparedness to provide services and protect people and assets continuously and in time of crisis

## CORE VALUES

*Integrity*

*Commitment*

*Advocacy*

*Respect*

*Excellence*

Visit [www.va.gov/performance](http://www.va.gov/performance) to View the Full Strategic Plan